



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Oklahoma

- **11 Oklahoma applicants for the Baldridge Award (2005–2015)**
- **1 Oklahoma award applicant in 2015 represents 521 jobs, 15 work locations, \$35 million in revenue/budget, and over 39,000 customers served.**
- **15 Baldridge examiners from Oklahoma volunteered \$228,000 in services in 2015.**

## Oklahoma National Role Models

MESA Products, Inc., small business, 2012 and 2006 (Tulsa)

Jenks Public Schools, education, 2005 (Jenks)

The Bama Companies, manufacturing, 2004 (Tulsa)

### Success Story



MESA is a small, privately held business that designs, manufactures, and installs cathodic protection systems that control the corrosion of metal surfaces in underground and submerged structures, such as pipelines and tanks. MESA sells products and materials nationwide; technical and installation services are provided regionally. The company's headquarters and production facility are based in Tulsa and grew from a one-man service company in 1979 to a workforce of 75 in 2006.

### Selected Results

- 93% increase in sales
- 94% of customers preferring to do business with MESA than with its competitors
- 100% retention of key customers over 5 years
- 97% on-time shipping rate
- 50% decrease in error rates
- 17% increase in productivity (measured by revenue per employee) over 5 years
- Improvement in return on equity from -5% to more than 25% over 6 years; 25% rate was 20% better than that of competitors
- Higher scores than the industry norm on 17 employee satisfaction attributes (top 10% of all companies surveyed)

## Oklahoma Quality Award Foundation

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Oklahoma Quality Award Foundation (<http://www.oklahomaaquality.com/>) is a leading catalyst for economic prosperity in Oklahoma by promoting the principles of performance excellence and sharing of best practices. We are supported by a community of members, sponsors, and volunteers who contribute time, money, and resources to improve performance throughout the state.

### 2013–2015 Oklahoma Quality Award Winners

INTEGRIS Health (Leadership in Excellence)  
Metro Technology Centers (Leadership in Excellence)  
Video Gaming Technologies (Leadership in Excellence)  
Tri County Technology Center (Leadership in Excellence)  
Leader Communications, Inc. (Commitment to Excellence)  
Tulsa Regional Chamber of Commerce (Foundation of Excellence)  
Southern Oklahoma Technology Center (Foundation of Excellence)  
Oklahoma City Indian Clinic (Pursuit of Excellence)  
Tulsa City-County Library (Pursuit of Excellence)  
Centek, Inc. (Journey to Excellence)  
Head Country, Inc. (Journey to Excellence)

### Success Story



Metro Technology Centers provides cutting-edge, hands-on skilled training and career and technical education that prepares youth and adults for a wide range of careers. Metro Tech is the only 2-time recipient of Oklahoma's highest award for performance excellence, receiving it in 2010 and 2015. That sustained commitment to excellence has benefited the high school students, adults, and employers that it serves, primarily in the northeast inner urban region of Oklahoma City. Of the high school students attending Metro Tech, over two-thirds are considered “at risk,” which makes its mission to “prepare students for successful employment and life in a global society” all the more important.

### Selected Results

- One of the highest completion rates in the Oklahoma career and technical education system
- Workforce engagement in the top 2% of benchmark comparisons

## AHCA/NCAL National Quality Award Winners in Oklahoma

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Arbor Village Nursing and Rehabilitation Center  
(2015, Bronze)  
Beadles Nursing Home (2015, Bronze)  
Lakeland Manor (2015, Bronze)  
Meridian Healthcare (2015, Bronze)

Whispering Oaks (2015, Bronze)  
Country Lane Cottage 3 (2014, Bronze)  
Country Lane Cottage 4 (2014, Bronze)  
Cottage 1 (2013, Bronze)